**The Luxembourg CAF Programme**
**Guy Wagener**

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# As a matter of interest

- 2nd European CAF event
  - Luxembourg, June 2005



Birth of the
Luxembourg CAF
Programme

## Modernisation in the coalition agreement 2004

- Prime Minister
  - Information Society (Electronic governance)

- Ministry for the Civil Service and Administrative reform
  - Administrative reform (Principles of public governance)

- Ministry of the SMEs
  - Administrative simplification

### 3 Action Plans

- Electronic Governance Master Plan
- Administrative Reform Action Plan
- Red Tape Reduction Plan

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## Administrative Reform Action Plan

- CAF Programme
- Opinion poll at national level concerning public services in general
- Guidelines for measuring user satisfaction
- Code of ethics
- Citizen charter
- Staff development appraisals
- Planning of training activities
- Development of soft skills
- Telecommuting
- Citizen one stop shop: additional service offer, virtual desk
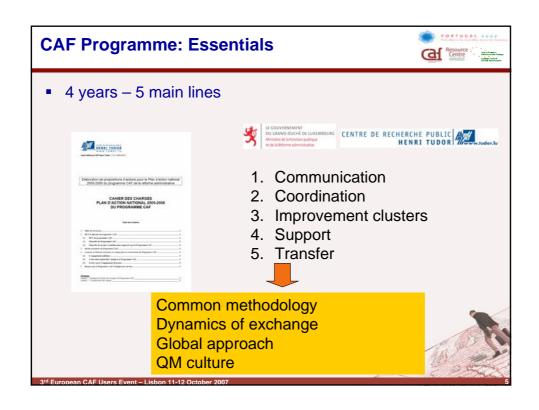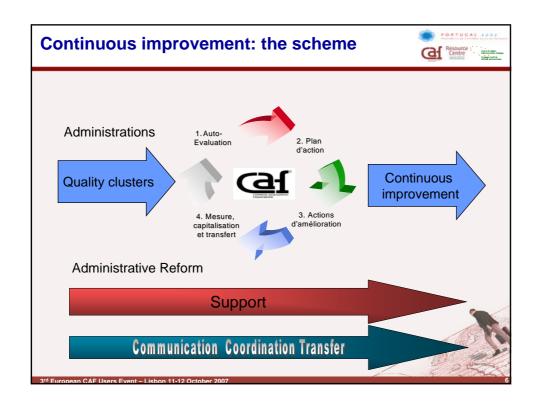
Electronic Governance

Master Plan

QM Approach

Red Tape Reduction Plan

## CAF Programme: Essentials

- 4 years – 5 main lines

1. Communication
2. Coordination
3. Improvement clusters
4. Support
5. Transfer

Common methodology
Dynamics of exchange
Global approach
QM culture

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## Continuous improvement: the scheme

Administrations

Quality clusters

1. Auto-Evaluation

2. Plan d'action

Continuous improvement

4. Mesure, capitalisation et transfert

3. Actions d'amélioration

Administrative Reform

Support

Communication Coordination Transfer

# CAF Programme: State of affairs

| Support Transfer | Clusters | Continuous improvement Action Plans |
|---|---|---|
| **Support Actions** <br> Project management <br> Training <br> Preparatory workshops <br> « Coaching » assistance | **Cluster 1 (May 2006)** <br> Social security <br> Economic Affairs: CAM <br> Institute for PA <br> Justice - Social Aid – Youth protection <br> Agricultural Fund Management | Communication plans (intranet, internet, réunions..) <br> Leadership: Vision/mission/strategy <br> Standardisation of processes and files |
| **Support Documents** <br> Self-assessment booklet <br> Self-assessment final report <br> Action plan template | **Cluster 2 (February 2007)** <br> Central State Personnel Office <br> Parliament: Administration <br> Labour Inspectorate <br> Ministry for Economic Affairs <br> Agricultural secondary school | **Administrative Reform** <br> Staff development appraisals <br> Planning of training activities <br> User satisfaction measurement |
| **CAF 2006** | **Cluster 3** <br> **In preparation....** | **Electronic Governance** <br> Process Management <br> Project Management |

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# PA Quality Day: July, 11th 2007

- 1st Quality Day for public administration in Luxembourg
- From June 2005 to July 2007

**Communication**
Meeting point for CAF Users
Exchange of experience
QM themes
European perspective

Thank you